



# REQUEST FOR PROPOSAL

## ANNEX I

### REQUEST FOR PROPOSAL

**1. Requirement:**

- a. Provision of Security and Cleaning services Port Sudan Office (2 Cleaners)
- b. Provision of Security and Cleaning services Blue Nile Office (1 Cleaner in Blue Nile)

**2. Scope of Work:**

**Cleaning Services Scope of Work**

***A. Daily Cleaning Tasks***

**I. Offices and Common Areas:**

- a. Dust and wipe desks, chairs, and office equipment.
- b. Empty and clean waste bins.
- c. Clean and sanitize all high-touch surfaces (e.g., door handles, light switches).
- d. Vacuum carpets and clean floors (sweeping, mopping, or scrubbing as necessary).
- e. Maintain cleanliness of common areas (e.g., corridors, lobbies, staircases).
- f. Refill supplies (e.g., hand sanitizer, soap, paper towels).

**II. Restrooms:**

- a. Clean and disinfect toilets, urinals, and sinks.
- b. Replenish toilet paper, hand soap, and towels.
- c. Clean mirrors, walls, and floors.
- d. Ensure a pleasant odor by using air fresheners.

**III. Kitchens/Pantries:**

- a. Wipe down countertops, sinks, and tables.
- b. Clean and sanitize appliances (e.g., microwaves, refrigerators).
- c. Empty garbage cans and recycling bins.
- d. Refill hand soap and dishwashing liquid as needed.

**IV. Entrances and Lobbies:**

- a. Sweep and mop entrance areas.
- b. Clean glass doors and windows.
- c. Ensure entry mats are clean.

***B. Weekly Cleaning Tasks***

**I. Deep Cleaning:**

- a. Clean and disinfect areas that are not cleaned daily (e.g., walls, behind office equipment).
- b. Clean light fixtures, vents, and ceiling fans.
- c. Clean windows inside and out (as necessary).

**II. Restrooms:**

- a. Deep clean of all fixtures, walls, and floors.



### ***C. Monthly/Quarterly Cleaning Tasks***

- a. Clean and polish windows and external glass.
- b. High-level dusting of hard-to-reach areas (e.g., ceilings, vents).
- c. Cleaning of external areas like parking lots, outdoor walkways, and patios.

### **3. Proposal Guidelines:**

#### ***I. Proposal Format:***

*All proposals must be structured in the following format to ensure uniformity and ease of evaluation:*

#### **a. Cover Page:**

Title of the Proposal  
Name of the Company/Service Provider  
Contact Details (Address, Phone Number, Email)  
Date of Submission

#### **b. Executive Summary:**

Brief overview of your company and the proposed services for cleaning and security.  
Summary of your qualifications and experience in providing similar services.

#### **c. Company Profile:**

Company background and history.  
Legal documents (Certificate of incorporation, licenses, etc.).  
Organizational structure and key personnel for this project.  
Past performance/Experience in similar contracts (list of previous clients, contract values, etc.).

#### **d. Technical Approach:**

Detailed understanding of the Scope of Work for **Cleaning Services**.  
Specific cleaning methods, equipment, and supplies you will use.  
Security protocols for patrolling, emergency responses, and access control.

#### **e. Staffing Plan:**

Detailed staff composition (cleaners, supervisors, etc.).  
Number of personnel to be deployed and their qualifications.

#### **f. Quality Assurance and Safety:**

Measures in place to ensure high-quality service.  
Health and safety standards and certifications (if any).  
Approach to monitoring and reporting on service quality and addressing any issues.

#### **g. Work Plan and Schedule:**

Weekly and daily schedules for cleaning tasks.  
Timeline for delivering services and regular updates on key activities.

#### **h. Pricing/Budget:**



Detailed breakdown of costs (labor, equipment, materials, and any additional services).  
Clear explanation of any variable costs or additional charges.

**i. References:**

Provide at least 3 client references with contact details.  
Testimonials or performance certificates from past contracts.

**ii. Required Documents**

- a. Each proposal submission must include the following documents:
- b. Valid business registration certificates and licenses.
- c. Tax clearance certificate (If any)
- d. Company insurance policies (e.g., general liability, workers' compensation).
- e. CVs of key personnel.
- f. Proof of past experience (client testimonials, letters of reference, or similar).
- g. A signed cover letter from an authorized representative of the company.

**iii. Submission Instructions**

- a. **Format:** Proposals must be submitted in PDF format, with all sections clearly labeled.
- b. **Submission Deadline:** [19/10/2024 15:00].
- c. **Submission Method:** Proposals should be submitted via email:
- d. The financial proposal can be sent to: [rpfinance@genevacall.org](mailto:rpfinance@genevacall.org).
- e. The technical proposal can be sent to: [rpf@genevacall.org](mailto:rpf@genevacall.org).
- f. **with the subject line** "Proposal for Cleaning Services."

**4. Evaluation Criteria**

Proposals will be assessed based on the following criteria, with the overall selection being contingent on the availability of funding and budget considerations:

**Technical Understanding (30%):**

- a. Demonstrated understanding of the Scope of Work.
- b. Quality and thoroughness of the work plan and methodology.

**Experience and Qualifications (25%):**

- a. Experience in providing similar services.
- b. Qualifications and certifications of the staff.

**Cost (20%):**

- a. Competitiveness of the proposed pricing.
- b. Clear cost breakdown and justification for costs.

**Quality Assurance and Safety (15%):**

- a. Clear plan for maintaining service quality and adherence to safety standards.

**References and Past Performance (10%):**

- a. Positive feedback from previous clients.



- b. Successful track record of similar projects.

## **5. Other Terms and Conditions:**

### **I. Scope of Services**

The Company agrees to provide the services as described in Article in 2

### **II. Payment Terms**

- a. The total cost for services is billed monthly.
- b. Invoices will be settled within 30 days of issuance.

### **III. Personnel and Equipment**

- a. The Company will provide trained and certified personnel to perform the security and cleaning services.
- b. The Company will supply all necessary equipment and materials required for cleaning unless otherwise agreed upon.
- c. Any specific requirements related to uniforms, conduct, or additional qualifications for personnel must be communicated by the Client before the start of services.

### **IV. Service Quality and Performance**

- a. The Company guarantees that its personnel will provide services in a professional and efficient manner.
- b. Any issues with service quality must be reported to the Company within 15 days of occurrence, and the Company will address and rectify the issue promptly at no additional cost.

### **V. Warranties and Responsibilities**

- a. The Company guarantees that all security personnel are background-checked, trained, and licensed to perform the necessary tasks.
- b. The Company is responsible for ensuring that all cleaning activities meet health and safety standards, including the proper disposal of waste and the use of appropriate cleaning agents.

### **VI. Liability**

- a. The Company will not be liable for any loss or damage caused by third-party actions or circumstances beyond its control.
- b. The Client is responsible for notifying the Company of any high-risk areas or special security concerns that need additional attention.
- c. The Company's liability for any damages will be limited to the value of the services rendered in the last month.

### **VII. Client Responsibilities**

- a. The Client must provide reasonable access to the premises for the Company's personnel to carry out the services.
- b. The Client is responsible for informing the Company of any hazardous materials or conditions present on the premises that may affect the services.

### **VIII. Termination**

- a. Either party may terminate the contract by providing 30 days written notice.
- b. In the event of early termination by the Client, the Company reserves the right to charge for services rendered up to the termination date.



## IX. Confidentiality

- a. Both parties agree to maintain the confidentiality of any sensitive information obtained during the course of providing and receiving services.

## X. 11. Dispute Resolution

- a. Any disputes arising from this agreement will be resolved through court, governed by the laws of Sudan.

## XI. 12. Force Majeure

- a. The Company will not be liable for any delays or failure to perform its obligations due to events beyond its control, including natural disasters, strikes, or government actions.

## 7. The Contract

- a. **Term of Agreement.** The Agreement resulting of this solicitation shall be for an initial period of (6) months with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period]

## 8. Disclaimer.

- a. **No Contractual Obligation:** The issuance of this Request for Proposal (RFP) does not constitute a commitment by the issuing company to award a contract or enter into any binding legal relationship with any bidder or respondent. The company reserves the right to withdraw, modify, or cancel the RFP process at any time without prior notice or liability.
- b. **Non-Binding Process:** This RFP is part of a non-binding procurement process to evaluate potential service providers. No legal relationship, contract, or obligation will arise between the company and any respondent as a result of this RFP or its subsequent evaluation process.
- c. **Confidentiality and Proprietary Information:** By participating in this RFP process, respondents acknowledge that they may receive confidential or proprietary information. Any such information must be kept confidential and not disclosed to third parties without the prior written consent of the issuing company.
- d. **Costs of Participation:** All costs and expenses incurred by respondents in preparing and submitting responses to this RFP, or in further discussions or negotiations, are the sole responsibility of the respondent. The company shall not be liable for any such costs.
- e. **Right to Reject:** The company reserves the right, at its sole discretion, to reject any or all proposals submitted in response to this RFP, to waive any technical or formal defects in the proposals, and to terminate the process at any stage without prior notice or reason.
- f. **Accuracy of Information:** While the company has made every effort to ensure the accuracy of the information provided in this RFP, it does not guarantee the completeness or correctness of the information. Respondents are responsible for their own due diligence and should verify any information that they deem relevant.
- g. **No Guarantee of Award:** Submission of a proposal in response to this RFP does not guarantee that any contract will be awarded, and the company is under no obligation to accept the lowest-priced or any other proposal.
- h. **Modification and Clarifications:** The company reserves the right to modify this RFP, including the terms, conditions, and deadlines, at any time. Any such modifications will be communicated to all potential respondents in a timely manner.

